

**ATTENTION:** Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

**Safety Recall Initial Notification**

Campaign #	NHTSA ID	Campaign Codeword	<b>Update: Volume Level of Pedestrian Alert Reversing Sound</b>
2026020007	26V099	<b>PDGAVASOU</b>	

**Campaign Details**

<b>Total Recall Population</b>	<b>117</b>	<b>Model(s)/ Platform(s)</b>	eSprinter
<b>Vehicles in Dealer Inventory</b>	0		
<b>Model Year(s)</b>	2025		
<b>Issue</b>	<p>Mercedes-Benz AG, the manufacturer of Sprinter vans has determined that on certain eSprinter vehicles, the minimum volume of the pedestrian alert reversing sound might not meet specifications. In this case, the reversing sound would be emitted at all times while driving in reverse, however, the required minimum volume level might not be reached and therefore may fail to comply with FMVSS 141 (Minimum Sound Requirements for Hybrid and Electric Vehicles).</p> <p>A vehicle that emits a reversing sound below the required minimum volume while driving in reverse might fail to alert pedestrians of a vehicle in the manner anticipated by the standard, which may increase the risk of injury to nearby pedestrians.</p>		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz eSprinter dealer will update the pedestrian alert sound software on the affected vehicles.		
<b>Remedy</b>	The software is not available at this time.		
<b>Pending Date</b>	Affected VINs will be flagged in VMI as " <b>PENDING</b> " on February 27, 2026. The campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Friday, April 17, 2026		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

**Additionally, given this notice, it is a violation of federal law for car rental companies to rent vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.

